

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission
527 East Capitol Avenue
Post Office Box 19280
Springfield, Illinois 62794-9280

00-0682

For Commission Use Only:

Case

Regarding a complaint

by James W. Gardner / MASTERMIND Realty
(Person making the complaint)

against Ameritech
(Utility name)

as to incorrect billing

(Reason for complaint)

in Maywood Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 120 South 5th Avenue - Maywood, IL 60153

The service address that I am complaining about is 120 So. 5th Avenue - Maywood, IL 60153

My home telephone number is [708] 345-5173

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [708] 855-4060

Ameritech (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

94 IL. Jur 19:5	83 IL Adm. Part 200.360 a, b, c.	83 IL Adm. Part 200.630
94 IL. Jur 19:9	83 IL Adm. Part 200.380 a, b, c, d	83 IL Adm. Part 200.700 1 thru 10
94 IL. Jur 19:18	83 IL Adm. Part 200.420	
94 IL Jur 19:77	83 IL Adm. Part 200.500 a thru d	
83 IL Adm. Part 200.340	83 IL Adm. Part 200.610	
83 IL Adm. Part 200.345	83 IL Adm. Part 200.620	

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☐ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

Presently we are out of business due to Ameritech discontinuing our telephone line service for incoming calls only. Ameritech has continued to charge for outgoing calls when in fact we are unable to make any outgoing calls. Ameritech has refused to mediate this matter without a formal hearing. Ameritech has continued to over-charge for services we don't have.
* Please see attached.

Please clearly state what you want the Commission to do in this case.

Please bring about justice including damages to our company.

Date:

10/12/00

(Month, day, and year)

Complainant's signature

James Gardner

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, James Gardner, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

James Gardner
(Signature)

Subscribed and sworn/affirmed to before me this 13th day of OCTOBER, 2000.

John C. Cruzat
Notary Public, Illinois

OFFICIAL SEAL
JOHN C CRUZAT
NOTARY PUBLIC STATE OF ILLINOIS
MY COMMISSION EXP. AUG. 16, 2004

NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

Ameritech bill amounts to Mastermind Realty, inc.
(1996 to 2000)

From January 9, 1996 thur December 4, 1996 Ameritech total billing to Mastermind Realty, Inc was \$2,875.33.

$\$2,875.33 \text{ divided by } 12 = \$239.61 \text{ (average per month)}$

From February 4, 1997 thur December 4, 1997 Ameritech total billing to Mastermind Realty, Inc. was \$2,187.07.

$\$2,187.07 \text{ divided by } 12 = \$198.82 \text{ (average per month)}$

From January 4, 1998 thur December 4, 1998 Ameritech total billing to Mastermind Realty, Inc. was \$5,039.97.

$\$5,039.97 \text{ divided by } 12 = \$419.99 \text{ (average per month)}$

From January 4, 1999 thur December 4, 1999 Ameritech total billing to Mastermind Realty, Inc. was \$4,135.76.

$\$4,135.76 \text{ divided by } 12 = \$344.64 \text{ (average per month)}$

From January 4, 2000 thur August 4, 2000 Ameritech total billing to Mastermind Realty, Inc. was \$3,216.66.

$\$3,216.66 \text{ divided by } 8 = \$402.08 \text{ (average per month)}$

Service disconnected as of August 16, 2000 for nonpayment.

Mastermind Realty Payments to Ameritech
(1996 thur 2000)

From January 9, 1996 thur December 4, 1996, Mastermind Realty, Inc. paid a total amount of \$1,310.79 to Ameritech.

$\$1,310.79 \text{ divided by } 12 = \$109.23 \text{ (average per month)}$

From January 8, 1997 thur December 4, 1997, Mastermind Realty, Inc. paid a total amount of \$876.68 to Ameritech.

$\$876.68 \text{ divided by } 12 = \$73.05 \text{ (average per month)}$

From January 4, 1998 thur December 4, 1998, Mastermind Realty, Inc. paid a total amount of \$684.87 to Ameritech.

$\$684.87 \text{ divided by } 12 = \$57.07 \text{ (average per month)}$

From January 4, 1999 thur December 4, 1999, Mastermind Realty, Inc. paid a total amount of \$805.76 to Ameritech.

$\$805.76 \text{ divided by } 12 = \$67.14 \text{ (average per month)}$

From January 4, 2000 thur August 4, 2000, Mastermind Realty, Inc. paid a total amount of \$579.38 to Ameritech.

$\$579.38 \text{ divided by } 8 = \$72.42 \text{ (average per month)}$

Telephone service disconnected as of August 16, 2000 for Non Payment.

Mastermind Realty, Inc. vs. Ameritech

Actual bills and paid receipts from Dec 4, 1995 thur Dec 4, 1996

Dec 4, 1995 received bill for \$299.74 - paid \$299.74 by check (check # 3827) 1/9/96
check returned for insufficient funds on 1/16/96. On 2/1/96 paid by cash \$299.74.

March 4, 1996 received bill for \$516.52 including current charges of \$154.56 and a past due
amount of \$361.96. Paid \$175.00 on 3/29/96

April 4, 1996 received bill for \$509.87 including current charges of \$168.35 and a past due
amount of \$341.52. Paid \$100.00 4/12/96.

May 4, 1996 received bill for \$464.59 including current charges of \$154.72 and a past due
amount of \$309.87. Paid \$309.87 5/30/96.

June thur August - no billing due to dispute.

Sept 4, 1996 received bill for \$426.68 including current charges of \$139.62 an a past due
amount of \$286.56. Paid \$426.18 on 10/12/96.

Oct 4, 1996 received bill for \$572.46 including current charges of \$146.29 and a past due
amount of \$426.18. It was during this time period when Ameritech apoligized for their
over billing and on Nov 4, 1996, billing credits was given due to their billing errors.

Dec 4, 1996 received bill for \$85.97 including current charges of \$104.90 and a balance credit of
\$18.93 (see bill) Paid \$85.97 on 1/8/97.

Feb 4, 1997 received bill for \$128.79 including current charges of \$62.33 and a past due amount of \$66.46 (includes late fee) Paid \$128.79 on 3/5/97

March 4, 1997 received bill for \$215.59 including current charges of \$86.80 (includes a \$25.00 Long distance charge - all lines are blocked from outgoing calls) plus a past due amount of \$128.79. Paid \$61.80 on 4/9/97.

April 4, 1997 received bill for \$175.96 including current charges of \$88.20 (includes a \$25.00 Long distance charge plus a \$2.00 tax charge) plus a past due amount of \$87.76.

May 4, 1997 received bill for \$208.35 including current charges of \$92.94 (includes a \$25.00 Long distance charge plus a \$2.00 tax charge) Plus a past due amount of \$115.41. Paid \$122.40 on 6/5/97 which included payment for April and May.

June 4, 1997 received bill for \$302.54 including current charges of \$91.60 (includes a \$25.00 Long distance charge plus a \$5.00 increase in monthly service) plus a past due amount of \$210.94. Paid \$66.20 on 6/16/97.

August 4, 1997 received bill for \$287.30 including current charges of \$86.20 (includes a \$25.00 Long distance charge) plus a past due amount for \$201.10. Paid \$61.20 on 8/18/97 while initiating a complaint.

Nov 4, 1997 received bill for \$367.96 including current charges of \$86.20 (includes a \$25.00 Long distance charge) plus a past due amount of \$281.75. Paid \$122.40 1/12/97.

Dec 4, 1997 received bill for \$500.58 including current charges of \$252.52 (really got out of hand) (includes a \$25.00 long distance charge) plus a past due amount of \$248.06 Paid 1/8/98 \$227.52.

Jan 4, 1998 received bill for \$364.11 including current charges of \$88.46 (includes a \$25.00 Long distance charge) plus a past due amount of \$275.65. Paid \$63.46 which was for the current charge minus the \$25.00 long distance charge. (all lines are blocked from any outgoing calls.

Feb 4, 1998 received bill for \$403.17 including current charges of \$99.60 (includes a \$25.00 Long distance charge and a \$13.40 increase in monthly service) plus a past due amount of \$303.57. Paid \$61.20 on 2/24/98.

March 4, 1998 received bill for \$420.80 including current charges of \$75.41 including a credit of \$10.46 plus a \$25.00 long distance charge, plus a past due amount of \$345.39. Paid \$50.41 on 4/1/98 (see bill).

April 4, 1998 received bill for \$461.66 including current charges of \$87.51 (includes a \$25.00 Long distance charge) plus a past due amount of \$374.15. Paid \$62.51 on 4/22/98. (See bill).

May 4, 1998 received bill for \$499.13 including current charges of \$95.89 (includes a \$33.00 of other charges) plus a past due amount of \$403.24. Paid \$62.51 on 5/11/98. (See bill).

May 7, 1998 received a Final Notice Prior To Disconnection due to a past due amount of \$322.67.

June 4, 1998 received bill for \$562.83 including current charges of \$121.64(includes other charges including long distance - all lines are blocked from outgoing calls during this time). \$61.20 billing has increased to \$75.73. Nothing in the ICC Newsletter appears to justify such an increase. Dispute takes place.

June 5, 1998 receives a Final Notice Prior To Disconnection (Past due \$360.14)

June 9, 1998 receives a Final Notice Prior To Disconnection (Past due \$360.14)

June 18, 1998 receives a Final Notice Prior To Disconnection(past due \$200.14)

Paid \$62.51 on 7/29/98.

July 4, 1998 received bill for \$473.66 including current charges of \$106.50 (includes an increase from \$61.20 to \$76.50 plus an additional charge of \$30.00 for Federal Transtel, Inc) plus a past due amount of \$367.16. Paid \$62.51 on 7/29/98.

August 4, 1998 received bill for \$200.72 including current charges of \$106.08 (includes an increase from \$61.20 to \$76.08 plus an additional charge of \$30.00 for Federal Transtel, Inc) Plus a past due amount of \$94.64.

Sept 4, 1998 received bill for \$308.30 including current charges of \$106.02 (includes an increase from \$61.20 to \$76.02 plus an additional charge of \$30.00 for Federal Transtel, Inc) plus a past due amount of \$202.28. Paid \$64.94 on 10/19/98.

Oct 4, 1998 received bill for \$477.41 including current charges of \$165.95 (includes an increase from \$61.20 to \$76.05 plus an additional charge of \$89.90 for Enhanced Service

Billing, Inc. and Federal Transtel, Inc.) Plus a past due amount of \$311.46.
Oct 11, 1998 received a Final Notice Prior to Disconnect (\$203.49 past due)
Paid \$64.94 on 11/12/98.

Nov 4, 1998 received bill for \$523.21 including current charges of \$106.05 (includes an increase from \$61.20 to \$76.05 plus an additional charge of \$30.00 for Federal Transtel, Inc.) Plus a past due amount of \$417.16. Paid \$64.94 on 11/25/98.

Dec 4, 1998 received bill for \$344.97 including current charges of a credit in the amount of \$43.01 with a past due amount of \$387.98 with an adjustment credit of \$5.35 and a payment of \$129.88 with a previous bill amount of \$523.21. Paid \$64.94 1/21/99.

Jan 4, 1998 received bill for \$457.41 including current charges of \$106.05 (includes increase from \$61.20 to \$76.05 plus an additional charge for federal Transtel, Inc. of \$30.00) plus past due amount charges of \$351.36. Paid \$64.94 on 1/21/99.

Feb 4, 1999 received bill for \$434.25 including current charges of \$106.47 (includes increase from \$61.20 to \$76.47 plus an additional charge of \$30.00 for Federal Transtel, Inc.) Plus past due charges in the amount of \$322.28. Paid \$65.12 on 4/1/99.

March 4, 1999 received bill for \$548.07 including current charges of \$109.23 (includes increase from \$61.20 to \$79.23 plus an additional charge of \$30.00 for Federal Transtel, Inc.) Plus a past due amount of \$438.34. Paid \$65.12 on 4/1/99.

April 4, 1999 received bill for \$514.23 including current charges of \$92.14 (includes increase from \$61.20 to \$76.82 minus a \$12.29 credit plus an additional charge of \$30.00 for Federal Transtel, Inc.) Plus past due amount of \$421.99. Paid \$66.00 on 5/4/99.

May 4, 1999 received bill for \$195.57 including current charges of \$107.24 (includes increase from \$61.20 to \$77.24 plus an additional charge of \$30.00 for Federal Transtel, Inc. minus an adjustment credit of \$359.90) plus past due charges of \$88.33. Paid \$66.00 on 5/17/99.

June 4, 1999 received bill for \$236.39 including current charges of \$106.22 (includes increase from \$61.20 to \$76.22 plus an additional charge of \$30.00 for Federal Transtel, Inc.) Plus past due amount of \$88.33. Paid \$65.09 on 6/18/99.

July 4, 1999 received bill for \$248.47 including current charges of \$76.22 (includes increase from \$61.20 to \$76.22) plus past due charges of \$172.25. Paid \$65.09 on 8/7/99.

Aug 4, 1999 received bill for \$296.62 including current charges of \$76.50 (includes increase from \$61.20 to \$76.50) plus past due charges of \$220.12) Paid \$66.00 on 9/13/99.

Sept 4, 1999 received bill for \$309.58 including current charges of \$76.36 (includes increase from \$61.20 to \$76.36) plus a past due amount of \$233.22. Paid \$66.00 on 9/27/99.

Oct 4, 1999 received bill for \$262.57 including current charges of \$84.33 (includes increase from \$61.20 to \$84.33) plus a past due amount of \$178.24. Paid \$72.40 on 10/18/99.

Nov 4, received bill for \$274.18 including current charges of \$83.31 (includes increase from \$61.20 to \$83.31) plus a past due amount of \$ 190.87. Paid \$72.06 on 12/8/99.

Dec 4, 1999 received bill for \$358.31 including current charges of \$82.44 (includes increase from \$61.20 to \$82.44) plus a past due amount of \$276.07. Paid \$71.94 12/20/99. (See bill).

Jan 4, 2000 received bill for \$303.52 including current charges of \$88.23 (includes increase from \$61.20 to \$88.23) plus a past due amount of \$215.29. Paid \$72.06 1/13/00.

Feb 4, 2000 received bill for \$325.73 including current charges of \$93.38 (includes increase from \$61.20 to \$93.38) plus a past due amount of \$232.35. Paid \$72.06 on 2/15/00.

March 4, 2000 received bill for \$357.43 including current charges of \$102.67 (includes increase from \$61.20 to \$102.67) plus a past due amount of \$284.76. Paid \$72.06 on 3/10/2000.

April 4, 2000 received bill for \$380.07 including current charges of \$93.27 (includes increase from \$61.20 to \$93.27) plus a past due amount of \$286.80. Paid \$72.06 on 5/6/00.

May 4, 2000 received bill for \$465.83 including current charges of \$82.97 (includes increase from \$61.20 to \$82.97) plus a past due amount of \$382.86. Paid \$76.00 on 6/5/00.

June 4, 2000 received bill for \$402.39 including current charges of \$82.99 (includes increase from \$61.20 to \$83.04) plus a past due amount of \$319.40. Paid \$72.00 on 7/10/00.

July 4, 2000 received bill for \$488.27 including current charges of \$83.04 (includes increase from \$61.20 to \$83.04) plus a past due amount of \$405.23. Paid \$72.00 on 7/10/00.

Aug 4, 2000 received bill for \$493.42 including current charges of \$147.22 (includes increase from \$61.20 to \$81.23 plus \$66.19 for ILD Teleservice Inc) plus a past due amount of \$346.00. Paid \$71.14 on 8/17/00. Telephone service disconnected as of 8/16/00.